

REMARKS

Claims 49 - 57 are pending in the application. Claims 51 - 55 and 57 stand rejected under 35 U.S.C. § 103(a) over U.S. Patent No. 5,963,635 issued to Szlam in view of "applicant's admitted prior art". Claims 49, 50 and 56 are allowed. Applicants have amended Claims 51-55 and 57, and have added new Claims 58-104. Applicants respectfully request reconsideration and withdrawal of the Examiner's rejections and full allowance of Claims 49-104.

New Claims 58 and 86 correspond with canceled Claims 1 and 29, however Claims 58 and 86 have been modified to clarify that the distribution module distributes queues to plural dialing devices, with each dialing device supporting contacts for plural agents associated with the dialing device. Claims 51-55 and 57 have been amended in a similar manner. Applicants' amendments read in light of the specification clarify that the distribution module coordinates the activities of plural dialing devices that otherwise operate independently. Neither Szlam nor Applicants' background teach, disclose or suggest that a distribution module distribute queues to plural dialing devices as recited by Applicants' claims. Accordingly, Applicants respectfully request that the Examiner allow all of Claims 49-104.

A check in the amount of \$200.00 is enclosed herewith for the additional independent claim fees. The Commissioner is authorized to charge deposit account no. 502264 for any additional fees that may be required and to credit any over-payment to deposit account no. 502264.

CONCLUSION

In view of the remarks and amendments set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.

I hereby certify that this correspondence is being sent via First Class Mail to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on March 23, 2005.


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23M 12005
Date of Signature

Respectfully submitted,



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